

ABUSE AND NEGLECT

INVESTIGATION/DISPOSITION PROCESS:

The Regional Director or other Department designee shall determine those cases in which an investigation is warranted, and shall refer those complaints and reports of physical, sexual or verbal abuse, neglect or misuse of funds/property to the investigations unit using the Investigation Request form <http://dmhonline/diroffice/depdire/invest/InvestigationRequestForm5-20-09.doc> for initiating an investigation.

The completed Investigation Request form and the CIMOR EMT Community Event form <http://dmh.mo.gov/docs/dd/forms/QA/EMT.doc> are electronically submitted to the Department of Mental Health Investigative Unit for review to determine that all criteria for investigating the complaint are met. The Investigations Unit completes the Request form, assigns an investigator and determines the timeframe for beginning and ending the investigation.

The investigator reviews the circumstances surrounding the allegation and interviews all persons having knowledge relative to the allegation. Once interviews are completed, the investigator writes the investigative report and forwards it to the Investigative Unit for review. Following internal review, the final report and a list of systematic considerations with regard to the outcome of the investigation the final report is forwarded to the Regional Director or other Department designee, who is the determiner for disposition of the complaint.

Specific guidelines and timelines for the determiner's actions following receipt of the final investigative report are set forth in DOR 2.210.

Once the determiner has reached a final decision regarding the complaint, the alleged perpetrator may appeal the decision to the Department Hearings Administrator. If there is no appeal, the decision of the determiner (Regional Director or other Department designee) is final. Please refer to DOR 2.210 for more specific information regarding further procedures and consequences for substantiated complaints.

<http://dmh.mo.gov/docs/diroffice/dors/ch2/DOR2210.pdf>